

WHAT IS CLAIMED IS:

1. A computer-implemented method for use in a customer interaction center system, the method comprising:

5 presenting, on an interaction center agent display device, a single user interface panel having, firstly, a work area that displays information pertaining to a particular customer with whom an interaction center agent is interacting, and secondly, a common message area for displaying electronic messages to be viewed by one or more interaction center agents.

2. The computer-implemented method of claim 1, wherein the electronic messages are sent from a supervisor computer device.

10 3. The computer-implemented method of claim 1, wherein the electronic messages include a visual identifier to indicate a priority associated with the messages.

4. The computer-implemented method of claim 1, wherein the electronic messages are displayed according to criteria including at least one of date/time information related to when the messages are to expire and a priority associated with the electronic messages.

15 5. The computer-implemented method of claim 1, wherein the electronic messages scroll across the common message area.

6. The computer-implemented method of claim 5, wherein the scrolling action of the electronic messages are controlled according to interaction center agent movement of a cursor over the common message area.

20 7. The computer-implemented method of claim 1, wherein the electronic messages include status information indicating that an electronic message is new and not read by the interaction center agents, wherein the new message is added to the common message area.

25 8. The computer-implemented method of claim 1, wherein the electronic messages include status information indicating that a message has been read by interaction center agents and marked as read, whereby the read message is removed from the common message area.

9. The computer-implemented method of claim 1, wherein the electronic messages include status information indicating that a time period of the message has expired, whereby the expired message is removed from the common message area.

10. The computer-implemented method of claim 1, further comprising a user selection of 5 an electronic message from the common message area, wherein the selected message includes status information that is controllable by interaction center agents.

11. The computer-implemented method of claim 10, wherein the user selection includes clicking on a message in the message area with a computer input device including a mouse or keyboard.

10 12. The computer-implemented method of claim 10, wherein the user selection includes presenting a message window to allow interaction center agents to search/sort a list of electronic messages according to criteria including at least one of date/time a message was created, priority of a message, creator of a message, and one or more terms/phrases in a message.

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15 13. A customer interaction center system comprising one or more computers configured to:

20 present, on an interaction center agent display device, a single user interface panel having, firstly, a work area that displays information pertaining to a particular customer with whom an interaction center agent is interacting, and secondly, a common message area for displaying electronic messages to be viewed by one or more interaction center agents.

14. The system of claim of 13, wherein the electronic messages are sent from a supervisor computer device.

15. The system of claim of 13, wherein the electronic messages include a visual identifier to indicate a priority associated with the messages.

25 16. The system of claim of 13, wherein the electronic messages are displayed according to criteria including at least one of date/time information related to when the messages are to expire and a priority associated with the electronic messages.

17. The system of claim of 13, wherein the electronic messages scroll across the common message area.

18. The system of claim of 17, wherein the scrolling action of the electronic messages are controlled according to interaction center agent movement of a cursor over the common message area.

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19. The system of claim of 13, wherein the electronic messages include status information indicating that an electronic message is new and not read by the interaction center agents, wherein the new message is added to the common message area.

20. The system of claim of 13, wherein the electronic messages include status

10 information indicating that a message has been read by interaction center agents and marked as read, whereby the read message is removed from the common message area.

21. The system of claim of 13, wherein the electronic messages include status information indicating that a time period of the message has expired, whereby the expired message is removed from the common message area.

15 22. The system of claim of 13, further comprising a user selection of an electronic message from the common message area, wherein the selected message includes status information that is controllable by interaction center agents.

23. The system of claim of 22, wherein the user selection includes clicking on a message in the message area with a computer input device including a mouse or keyboard.

20 24. The system of claim of 22, wherein the user selection includes presenting a message window to allow interaction center agents to search/sort a list of electronic messages according to criteria including at least one of date/time a message was created, priority of a message, creator of a message, and one or more terms/phrases in a message.

25. An article comprising a machine-readable medium storing instructions operable to cause one or more machines to perform operations comprising:

present, on an interaction center agent display device, a single user interface panel having, firstly, a work area that displays information pertaining to a particular customer with whom an interaction center agent is interacting, and secondly, a common message area for displaying electronic messages to be viewed by one or more interaction center agents.

- 5 26. The article of claim system of claim of 25, wherein the electronic messages are sent from a supervisor computer device.
27. The article of claim system of claim of 25, wherein the electronic messages include a visual identifier to indicate a priority associated with the messages.
- 10 28. The article of claim system of claim of 25, wherein the electronic messages are displayed according to criteria including at least one of date/time information related to when the messages are to expire and a priority associated with the electronic messages.
29. The article of claim system of claim of 25, wherein the electronic messages scroll across the common message area.
- 15 30. The article of claim system of claim of 29, wherein the scrolling action of the electronic messages are controlled according to interaction center agent movement of a cursor over the common message area.
31. The article of claim system of claim of 25, wherein the electronic messages include status information indicating that an electronic message is new and not read by the interaction center agents, wherein the new message is added to the common message area.
- 20 32. The article of claim system of claim of 25, wherein the electronic messages include status information indicating that a message has been read by interaction center agents and marked as read, whereby the read message is removed from the common message area.
- 25 33. The article of claim system of claim of 25, wherein the electronic messages include status information indicating that a time period of the message has expired, whereby the expired message is removed from the common message area.

34. The article of claim system of claim of 25, further comprising a user selection of an electronic message from the common message area, wherein the selected message includes status information that is controllable by interaction center agents.

35. The article of claim system of claim of 34, wherein the user selection includes 5 clicking on a message in the message area with a computer input device including a mouse or keyboard.

36. The article of claim system of claim of 34, wherein the user selection includes presenting a message window to allow interaction center agents to search/sort a list of electronic messages according to criteria including at least one of date/time a message was 10 created, priority of a message, creator of a message, and one or more terms/phrases in a message.